

## Payment Error Rate Measurement (PERM) RY25 Audit Medical Records Requests

Beginning in August/September, the CMS PERM Audit Review Contractor, Empower AI, Inc., will be requesting medical records from providers whose Medicaid or CHIP *Fee-for-Service* claims are randomly selected for review.

If one or more of your claims is selected, KDHE will notify you via an announcement letter. Actual medical records requests will arrive at your office directly from *NCI, Inc.* KDHE staff will be available to answer questions and assist you in meeting submission deadlines.

Providers are encouraged to educate themselves about the PERM program and what is requested of them during the medical records request process by reviewing the material on the CMS Provider website link, [Providers | CMS](#).

Listed below are some of the available **PERM Provider Education** downloads and related links:

### Downloads

- [PERM Overview For Providers \(PDF\)](#)

This PDF provides an overview of the PERM program, a better understanding of the process and what is needed from providers to complete a successful PERM Review.

It also contains provider responsibilities, along with medical record/documentation requests and the *Provider Best Practices*: Prior to submitting records, when submitting records, when responding to additional documentation requests, and preventing resubmission.

- [PERM Initial Request for Records Example Letter Packet \(PDF\)](#)
- [PERM Initial ADR Example Letter Packet \(PDF\)](#)
- [PERM Provider Education FAQs \(PDF\)](#)
- [2022 PERM Claim Category Matrix \(PDF\)](#)

### Related Links

- [PERM Overview for Providers Webinar](#)